Request for Trainers – Revised 5/11/04
Recruitment is ongoing; hours and compensation revised.

The Office of Library and Information Services (OLIS) is looking for trainers to provide workshops/lectures in topics related to Public Access Computing.   Sessions will be 1½ to 3 ½ hours long, depending on content. Team teaching is encouraged. Compensation may be made to the trainer(s), to the library, or to another organization, at the trainer's discretion.

These sessions are funded by a **Bill & Melinda Gates Foundation** Training Grant and sponsored by OLIS with assistance from the Cooperating Libraries Automated Network (CLAN).

Session Guidelines:

- Sessions may be 1 ½ to 3 ½ hours long
- Sessions will be offered weekdays from June 2004 to December 31, 2004
- Attendees will be library staff, primarily from public libraries.
- Sessions should include presentation and/or hands-on computer training when appropriate
- Sessions will take place in a RI public library. If a computer lab is needed, the session will be held at Providence Public Library's Gates computer lab.
- Sessions may be shown concurrently at another public library by videoconference.

Trainer Requirements:

- Experienced teachers/trainers with background or knowledge of public access computing within a public library environment.
- Applicant(s) will provide an outline of proposed session with estimated time needed
- Resume and references required
- Contract agreement will pay $100 per hour of session; there will be no additional allowances for travel or preparation time. Team teaching is encouraged however compensation is determined by overall length of training session.
- Sufficient handouts should be provided by the trainer
- If hired, the trainer must complete a W-9 form for tax information along with signed contract.
- Cancellation policies, e.g. due to lack of registration, will be specified in the contract.

Questions? Email techtraining@lori.state.ri.us or call (401) 222-5754

Application:

Recruitment is ongoing through 2004. Applicants should consult **Topic List** and send training session proposal along with information regarding relevant experience and references to:

> Technology Training,
> Attn: SC
> Office of Library and Information Services
> One Capitol Hill, Providence, RI 02908

Applications, and questions, may also be emailed to: techtraining@lori.state.ri.us

Topic List:

**All sessions should be oriented
to public libraries and public access computing**

Computer and Internet Resources for Non-English Speaking Patrons
Workshop will deal with use of computer resources by non-English-speaking public library patrons. Successful programs in other public libraries may be used as models. Discussion topics should include cultural diversity issues in use of computers in public libraries.

Computer and Internet Resources for Older Adults
Workshop will consist of presentation and examination of computer and Internet resources for use with older adults or for older adults to access independently. Discussion of successful programs for older adults using computers in the library should be included. This session can be taught in a computer lab or using a computer with a projector. Handouts useful.

Computer and Internet Resources for Spanish-speaking Patrons
Workshop will cover serving the computer needs of Spanish-speaking patrons in public libraries. Sessions should include use of Gates Spanish profile and keyboard. Practical advice for non-Spanish speaking staff should be included. Session can be taught in a computer lab or using a computer with a projector. Discussion of cultural diversity and how to attract non-patrons to the library will be helpful.

Dealing with Difficult Patrons – Conflict Management
Workshop should include instruction and exercises concentrating on the conflict management skills needed when confronting the "Difficult Patron" in the computer lab or a public access computer station. A difficult patron can be someone who feels entitled to take exception to library rules or an individual who inappropriately uses the public access computer to the extent that intervention from the library staff becomes necessary. Guidelines on how to address the issue in a library's policy and procedure manual in addition to the immediate and direct interaction would be helpful.

Evaluating Internet Resources
Workshop should cover tips and criteria that an Internet searcher can use to verify the quality and credibility of web-based information resources. Trainer should provide a checklist with examples of techniques involved to differentiate excellent Internet resources from the dubious ones. Session may include examination of search engines that distinguish reliable resources and their usefulness. It should take place in a computer lab and/or using a computer with a projector.

Internet Reference Resources
Session will explore Internet resources that are most useful for a public library staff to use both to answer reference questions <u>and</u> to recommend to patrons for further research. Session should be geared to all ages and variety of patrons encountered in a medium sized public library reference situation. It should include both examination of selected resources and tips, or hands-on practice, for efficient use.

Troubleshooting Public Access Computers:
Workshop should present tips, techniques, and hands-on practice troubleshooting software and hardware problems in computers provided for public use. Trainer may include methods of setup and software configuration to make troubleshooting easier.   Trainer should be familiar with the kinds of complaints encountered, which often begin with a frustrated patron exclaiming, "It's just not working!" Handouts would be helpful.

Website Accessibility
Workshop will examine how to make the public library's website accessible to all of its patrons. The emphasis should be on quick fixes, validating tools and recommended manual checks for usability and accessibility. It can be taught in a computer lab or using a computer with a projector. Discussion of various methods of serving individuals with specific disabilities should be included.   Handouts useful.

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